

May 3, 2019

Dear Pay Tel Customer:

In keeping with Pay Tel's long-standing commitment to fair and reasonable rates, we are pleased to announce the following rate decrease **effective May 1, 2019**:

- Any local or in-state long-distance rate above \$.21 per minute has been reduced to \$.21. For example, if your long distance rate was \$.40 per minute, it has been reduced to \$.21 per minute.
- Any local or in-state long-distance rate which is currently less than \$.21 per minute will remain unchanged. For example, if your local rate is \$.18 per minute, it will remain the same.

This decision was made after many months of testing rate options in a select group of facilities. We found that the lower rate allowed inmates to stay in touch with friends and family more often, and as a result, our call volume went up. In short, we were able to offer lower rates without negatively impacting revenue or commissions paid to the facility. With this change, everybody wins, and we are confident that you will be pleased with the end result, both in terms of your commission income and the benefit to the communities we are all committed to serve.

Enclosed in this packet are the following:

- *Rate Posters* – These rate posters feature the new call rates effective May 1. Please hang them in the pods so the inmates can be aware of the change.
- *Mounting Tape*

If you need additional posters, please contact Pay Tel Technical Support by:

- Calling 1-800-729-0644 and selecting option 2,
- Emailing [paytelops@paytel.com](mailto:paytelops@paytel.com),
- Or entering a service ticket

Should you have any questions, please do not hesitate to contact your Account Manager. Pay Tel stands behind our commitment to each facility we serve and will work with you to ensure that the changes made are as positive as we anticipate they will be.

Sincerely,

The Pay Tel Team

**INMATE TELECOMMUNICATIONS AGREEMENT  
ADDENDUM NUMBER 3**

This Addendum, entered into the 2 of <sup>Aug</sup>~~July~~, 2017, between Warren County and the Sheriff of Warren County, hereinafter "Sheriff," of the one part and Pay Tel Communications, Inc. of the other part, hereinafter "Pay Tel" modifies the Inmate Telecommunications Agreement dated February 1, 1999 as modified by Addendum 1 dated February 23, 2005, Addendum 2 dated January 8, 2007, and the Regulatory Compliance Amendment dated January 23, 2014 (hereafter referred to as the "Agreement").

For and in consideration of the mutual promised and covenants contained herein, Pay Tel and Sheriff, parties to an existing Agreement, hereby agree to modify the Agreement as follows:

1. **3.0 Term.** The current term ending March 15, 2018 will be extended for five (5) years, to and including March 15, 2023. Section 3.0 of the Agreement is deemed amended consistent with the foregoing.

All other terms of the Agreement shall remain unchanged.

WARREN COUNTY, NORTH CAROLINA:

By: Johnny M. Williams

By: Johnny M. Williams (Printed)  
Authorized Agent for Sheriff

Date: 8/16/2017

Attest: Mary A. Wilkins

PAY TEL COMMUNICATIONS, INC.:

By: \_\_\_\_\_

By: Vincent Townsend (Printed)  
President, Pay Tel Communications, Inc.

Date: \_\_\_\_\_

Attest: \_\_\_\_\_

WARREN COUNTY  
P.O. Box 449  
Warrenton, N.C. 27589

POLICY #: 5.05

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POLICY TITLE: TELEPHONE PRIVILEGES

DATE:

RELATED N.C.  
STANDARDS: .2403

**POLICY STATEMENT:** Recognizing that the need for inmates to be able to communicate with friends, family members, business associates, legal representatives and others is crucial to maintain order within the facility, officials of the Warren County Jail will provide inmates with a reasonable opportunity to utilize phones throughout the facility. With the exception of those calls provided to inmates during their initial admission to the facility, inmates will be provided access to telephones at times authorized by this policy.

**SPECIFIC PROCEDURES:**

1. Phone Privileges for Newly Admitted Inmates: Pursuant to the guidelines specified in the Warren County Jail Policy 2.06, "Communication with Attorney's and Others," newly admitted inmates will be afforded the opportunity to place local phone calls free of charge to attorneys, friends, family members, business associates, or others in order to notify them of their confinement.
2. Phone Calling Privileges for General Population Inmates:
  - A. Telephones will be made available in each cellblock of the facility for use by inmates.
  - B. Telephones will be made operational for inmate use from 6:00 a.m. until 11:00 p.m. each day. Only collect calls will be allowed to be made from these phones.
  - C. The telephone system utilized by the Warren County Jail allows inmates to remain on the phone for a period of ten (10) minutes at which time the phone will automatically disconnect. Inmates may place as many as ten - one minute phone calls as desired during those hours the phone is operational.

**POLICY 5.05, "TELEPHONE PRIVILEGES"**  
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- D. Jail officers will instruct inmates at the time of their admission to limit their calls to one phone call at a time if other inmates have indicated a need to utilize the phone. In this way, all inmates will have an equal opportunity to utilize the phones.
- E. Inmates will not be allowed to accept incoming telephone calls. In an emergency situation, a message will be taken by the jail officer answering the phone and delivered to the inmate.
- F. Should an emergency arise and an inmate needs to utilize a cellblock phone during a time that it is inoperable (11:01 p.m. until 5:59 a.m.), the shift supervisor or lieutenant will be contacted and will verify that the emergency exists. Under no condition will an inmate be allowed to use the phone during these times without the expressed approval of the shift supervisor or lieutenant.